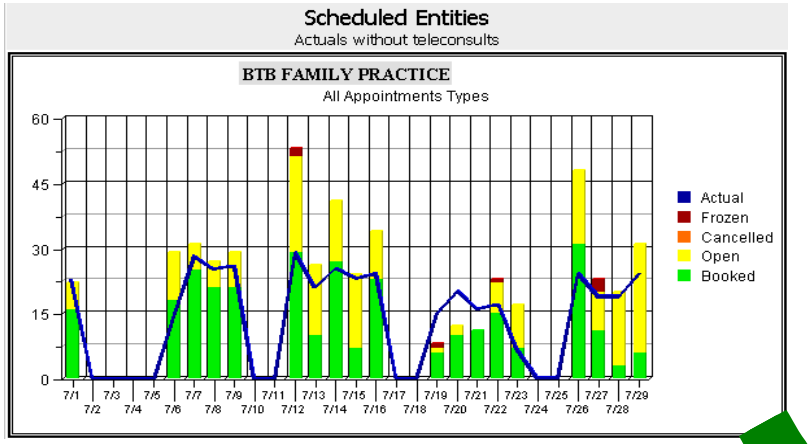
TRICARE ACCESS STANDARDS



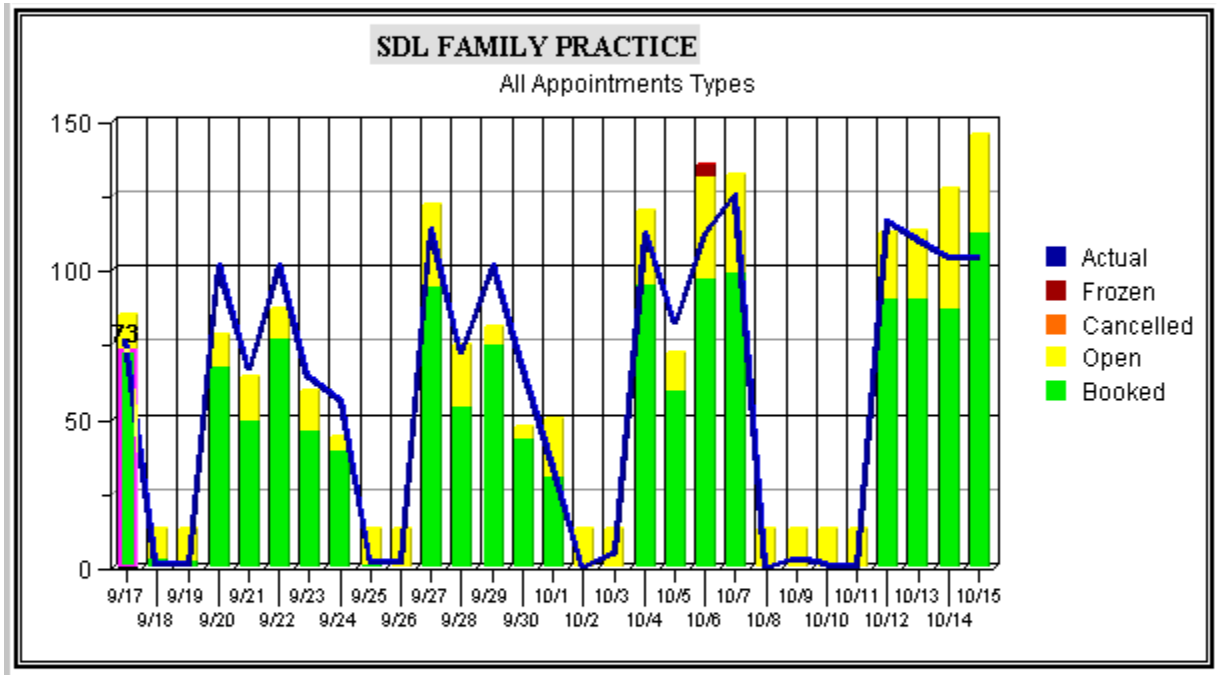
PROVIDER TEMPLATE MANAGEMENT

TRICARE ACCESS MEASURMENT TOOL

- Our mission is to design and administer a health plan with unparalleled performance, enhancing quality, access and value to our customers. So we are very concerned about how our customers see us. We are very serious about the results from both the Annual Satisfaction and the Customer Satisfaction surveys. We saw from our patients some concern with access to care and therefore we have developed a tool to help our clinics and hospitals measure and manage access to primary care and specialty care. The tool was developed and is operated centrally to reduce duplication of work effort and is dispersed to users over the internet using secure sockets.
- CHCS has all the data necessary to help department heads, phycisians and clinics manage their schedules and to optimize patient care. However the data is not easy to get, easy to read and or easy to correlate to the Primary Care concept. So we have developed a tool that automatically pulls from 5 CHCS files, correlates the data into accurate and real-time information to help manage and measure primary care management and specialty care.

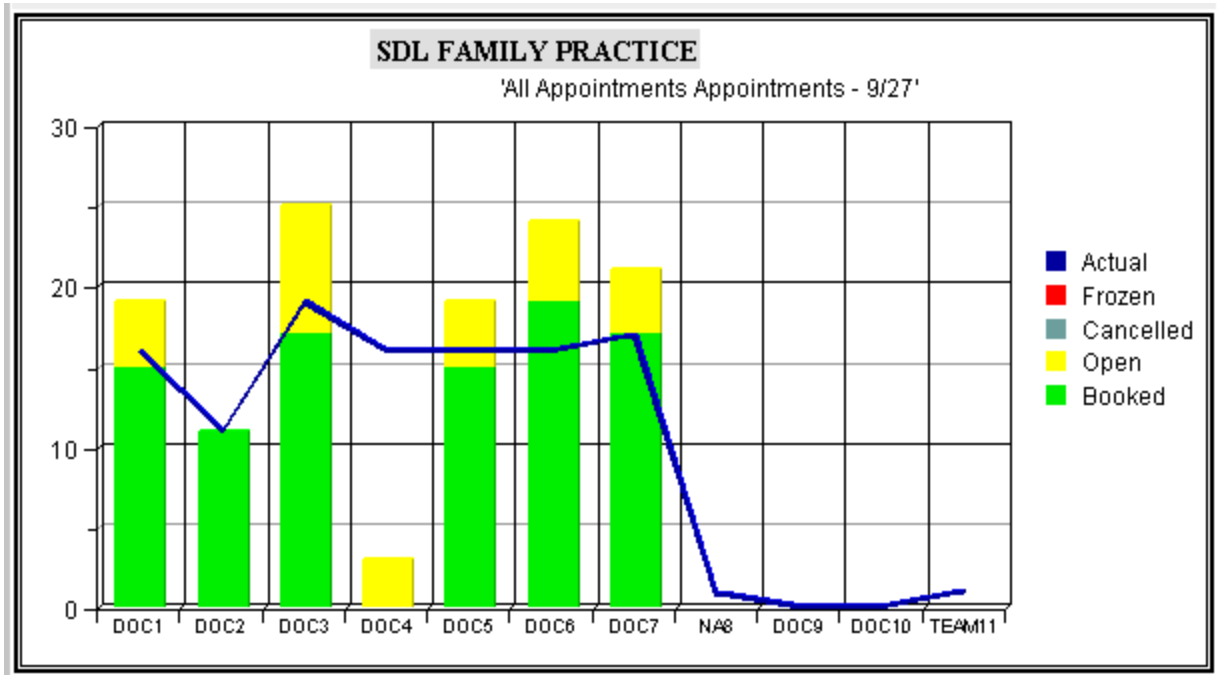
TRICARE ACCESS MEASURMENT TOOL

- The graph below represents the providers template and patient appointments from CHCS. The bars are data from the schedule entity file from CHCS and are the provider templates (available appointments).
- The line is data from the patient appointment file (what was done). By over laying provider template data (what is available) with patient appointment data (what was actually done) a better understanding of real access can be made.



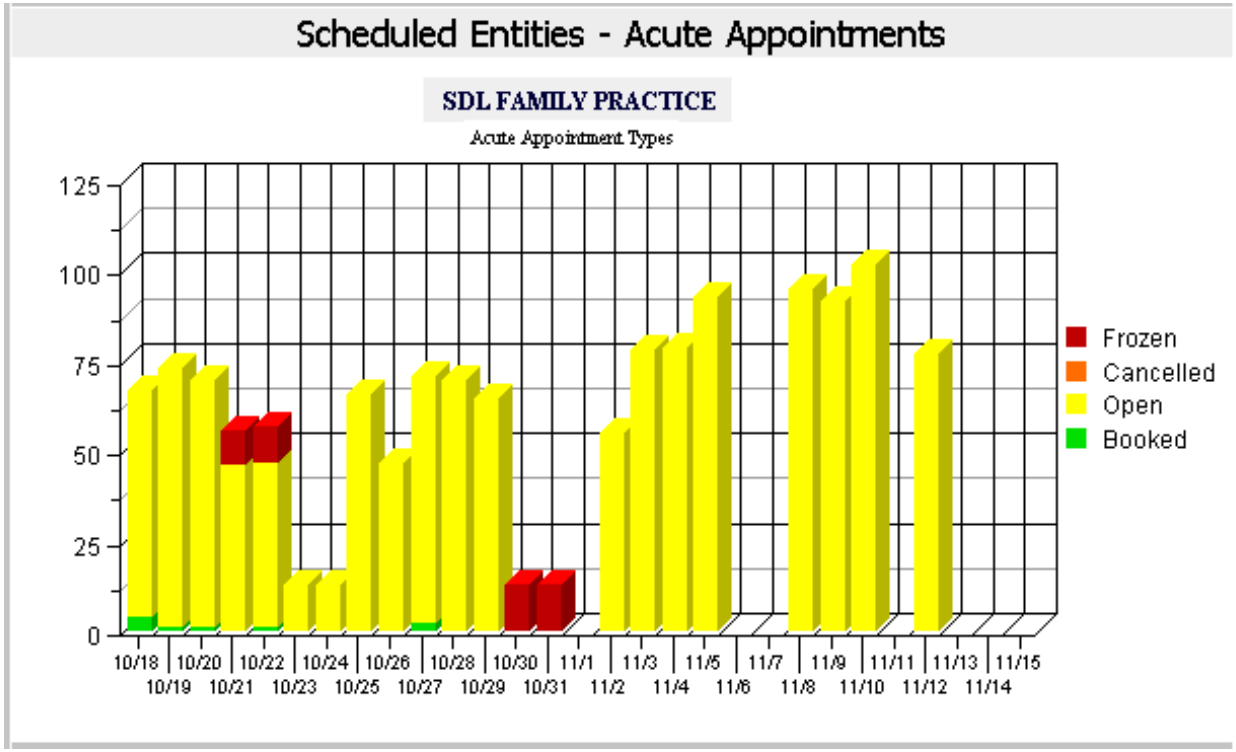
TRICARE ACCESS MEASURMENT TOOL

- This graph represents the templates of primary care managers. The bars are the appointments they have available and are able to schedule patients too (provider template). The blue line represents data from the patient appointment file of actual patient visits.



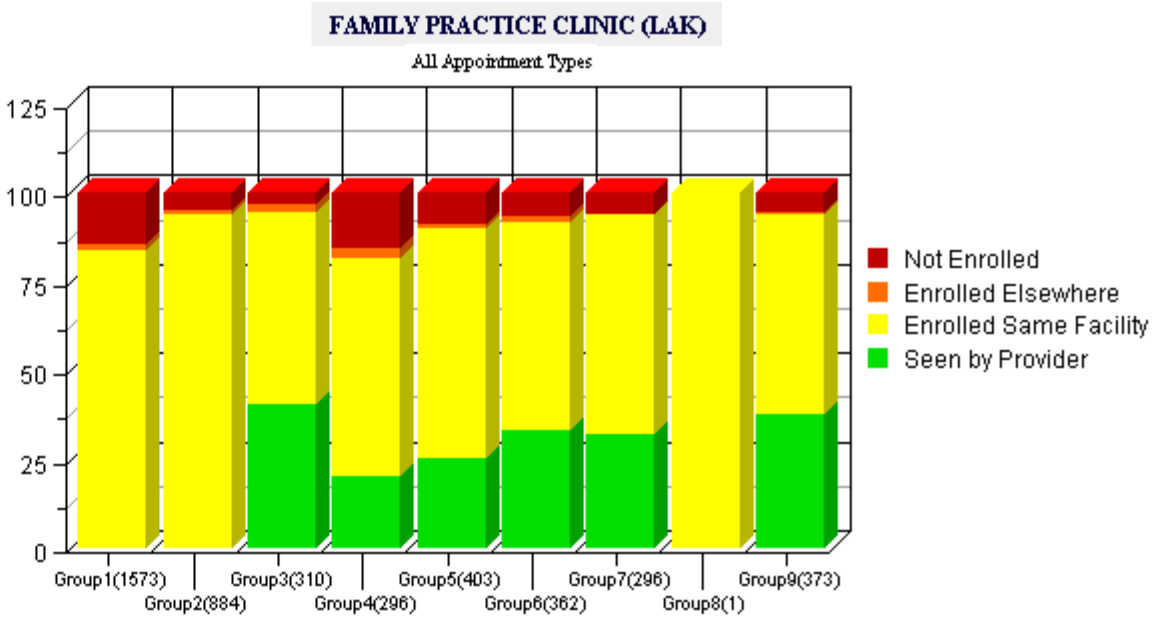
TRICARE ACCESS MEASURMENT TOOL

- This graph represents the providers schedule for the next 30 days based on the TRICARE Acute appointment types. The tool allows you to look at Acute, Routine and Preventative appointment types 30 days out on a daily rolling time frame. This allows clinics to manage their provider schedules.



TRICARE ACCESS MEASURMENT TOOL

- The graph below represents the percentage of patients that were enrolled to a primary care manager that were seen by their primary care manager. Each bar represents a primary care manager and the different colors on the bar represents groups of patients. The green are patients that are assigned to that provider and were seen by their provider. The Yellow represents patients who are enrolled at the MTF but are enrolled to another provider. The Red represents patients that were seen who are not enrolled.



TRICARE ACCESS MEASURMENT TOOL

- This view represents the TRICARE Civilian costs for General Practice that were spent in the catchment area of this MTF. In this way as clinics are looking at their provider templates in the past to determine if they met their TRICARE access requirements they can also look at the amount of care that went down town for that discipline.

The TRICARE External Spending for GENERAL PRACTICE is:

Month	Allowed Amount in USD
Jan	2,749
Feb	1,332
Mar	1,342
Apr	1,353
May	2,033
Jun	35
Jul	1,700
TOTAL	10,544

TRICARE External Costs for GENERAL PRACTICE

PCM TOOL
FUTURE ENHANCEMENTS

- Correlation Of Information
  - Health Plan Metrics
  - Customer Satisfaction Data

"Having accurate measures and high quality health information is critically important for all providers today"

- Journal for Healthcare Quality-Vol. 20 No. 5

PCM TOOL
WHAT NEXT?

- Tool Available
  - TRICARE WWW Site
  - Three Hosts
    - Central Germany
    - Sigonella
    - UK
- MTF Involvement
  - Training
  - Feedback